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PATENT

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:

CHAN

Serial No.: 09/482,969

Filed: January 12, 2000

Atty. File No.: 4366-6

For: "AUTOMATIC GREETING FOR
CALL CENTERS"Assistant Commissioner for Patents
Washington, D.C. 20231

Dear Sir:

Applicant submits this Amendment and Response to address the Office Action having a mailing date of May 31, 2002. Please charge the amount of \$36.00 for newly added dependent Claims 23-25 to Deposit Account 50-1602. Although the Applicant believes that no other fees are due for filing this Amendment and Response, please charge any such fees deemed necessary to Deposit Account No. 50-1602.

Please amend the above-identified patent application as follows:

IN THE CLAIMS:

Please cancel Claim 13 and amend Claims 1, 3-5, 8, 15, 19, and 22 as follows:

1. (Amended) A method for use in managing outgoing calls in a call center, comprising:
- initiating a call to a first party from the call center via a communication medium;

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